

RESIDENT ROUNDTABLE MONTHLY MEETING

Thursday, December 9th – 6:00 PM to 8:00 PM

New York City Housing Authority (NYCHA)



Welcome to the
Resident Roundtable
December meeting!



[This Photo](#) by Unknown Author
is licensed under [CC BY-NC-ND](#)

Agenda

- Welcome!
- Annual Resident Survey
- NYCHA Board
- Resident Roundtable Guidance Document
- Resident Roundtable Tracker
- Subcommittee Reports
- Accomplishments
- Q&A
- Next Steps

Survey updates – 2021 NYCHA Resident Survey

Since November 1, NYCHA has been surveying all public housing residents about their experience

2020 Re-Start Survey

- **Survey period:** Aug 3 – Sep 1, 2020
- **Total number of responses:** 6,191
- **Purpose:** To gauge resident opinions around re-starting work orders, inspections and PM office functions during the pandemic

2021 NYCHA Resident Survey

- **Survey period:** Nov 1 – Dec 31, 2021 (extended by one month)
- **Responses to date:** 7,813
- **Purpose:** To track progress since the Re-Start survey and to serve as a baseline for annual resident survey

To date, the **response rate has increased significantly over** 2020. We are still reviewing the data but may have captured residents with strong opinions in the first wave of responses. See below for additional context.

% of respondents who answered “good” or “excellent”		
Topic	2020	2021 to date
• Customer Service from Management office	38%	29%
• Overall process for completing repairs	22%	15%
• Overall condition of apt	34%	25%



Review PTAD’s Re-Start Survey analysis and stay tuned for the 2021 results!

Annual Resident Survey

REMINDER:

Annual Resident Survey deadline has been extended.

Please remember to share the Survey with residents when conducting outreach within your Neighborhood Portfolios.

QR Code and Flyers are included in the e-mail reminder sent earlier in the week.

NYCHA BOARD



JOIN THE NYCHA BOARD

DEADLINE EXTENDED TO DECEMBER 31, 2021

The Mayor of New York City will appoint two residents as members of the NYCHA Board. The members of the Board represent the more than 500,000 people who call NYCHA home when it comes to conducting NYCHA business and voting on contracts, policies, rules and regulations, and other administrative matters.

This is not a full-time position, but you should be able to devote a minimum of 15-20 hours each month, for which you will receive a monthly stipend per hours of service up to \$1,500.



TO QUALIFY, YOU MUST BE:

- At least 18 years old
- A resident in good standing
- Cleared for service by the New York City Department of Investigation and the New York City Conflicts of Interest Board.

APPLY ONLINE at <http://on.nyc.gov/nycha-board>

OTHER WAYS TO APPLY:

- Download and print the application at <http://on.nyc.gov/nycha-board>
- Pick up an application at any Property Management Office or Borough Management Office

Applications can be sent via USPS regular mail to:
NYCHA Resident Board Member
P.O. Box 3422
New York, NY 10008-3422

*The application period is extended to December 31, 2021.
All applications must be submitted online or postmarked by December 31, 2021.
For additional information, please visit <http://on.nyc.gov/nycha-board> or call 212-306-3428.*

A translation of this document is available in your management office and online at www.nyc.gov/nycha
La traducción de este documento está disponible en su oficina de administración y en Internet en www.nyc.gov/nycha
所屬公房管理處和房屋局網站 (網址: www.nyc.gov/nycha) 備有文件譯本可供索取
Перевод этого документа находится в Вашем домоуправлении и на интернете www.nyc.gov/nycha



Guidance Document Presentation



Resident Roundtable Tracker

Questions

Responses **15**

Rectangular Snip

NYCHA Resident Roundtable - Tracker

This form will be used to document your work as a member of the NYCHA Resident Roundtable.

Section 1

...

Roundtable Member's Information

1. First Name *

2. Last Name *

3. Member's Neighborhood Portfolio *



Subcommittee Reports

- Each Subcommittee will provide updates on the status of their work and external engagement
- Order of Presentation:
 - Safety & Security (Mr. Breamfield)
 - Management Practices (Ms. Perez)
 - Quality of Life (Ms. Swinton)
 - Quality Assurance (Ms. Rivera)
- Presentations should be **no more than 10 minutes**. (Q&A will be 5 minutes)

Roundtable Accomplishments

THANK YOU!!!

- You have achieved the following:
 - 7 Full Resident Roundtable meetings
 - 16 Subcommittee meetings
 - Immeasurable internal meetings
 - Innumerable hours dedicated to planning and coordination
 - Numerous hours of external engagement with residents
 - Informed questions for the 2021 Annual Resident Survey



Your contributions are invaluable and appreciated!



Happy Holidays!

Here's to wishing you a joyful and bright holiday season.

**May you enjoy your family, friends and all those who
are near and dear to you!**

Cheers to a happy and healthy New Year!

Q&A



Next Steps

- **Holiday Break**
 - Friday, December 24th – Sunday, January 2nd, 2022
- **Subcommittee Meetings**
 - Monday, January 10th
 - Wednesday, January 12th
- **Roundtable Meeting**
 - Thursday, January 20th – 6:00 PM